CCC Technologies, Inc.
"The Convergence Company"

Avaya 9650 IP Telephone
End User Guide

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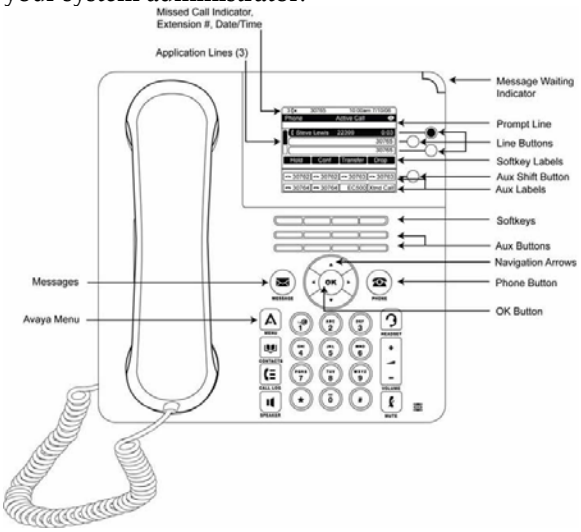
About Your Telephone

Your telephone provides many features, including a Phone screen for viewing and managing your calls, 16 auxiliary (Aux) buttons to help you manage calls to bridged lines and additional telephone features, a Call Log, a Contacts list, an integrated WML browser, a menu of options and settings, and access to your voicemail.

Not all functions and features described in this user guide may be available on your telephone. If you find that a function or feature is not available, please contact your system administrator.



9650 IP Telephone Button/Feature Descriptions

Name	Description
USB Port	If your phone gets its power from a local AC power adapter (and not directly from the voice/data network connection), you can recharge a battery-powered device using your phone's USB port. Connect the device to your phone with a USB cable to recharge it.
Prompt Line	View the prompt line to see when you can use the right or left navigation arrows to view alternate screens or menus.
Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call.
Line Buttons	The three line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. Line buttons also indicate if a feature is enabled or disabled in the Feature view.
Softkeys	Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the object that is selected.
Aux Shift	Use the Aux Shift button to move between one page of eight Aux buttons to the next page of eight Aux buttons. This button lights to indicate a call is active or on hold on the page of Aux buttons not currently displayed.
Aux Buttons	Use the eight auxiliary (Aux) buttons to access up to 16 additional lines, or for advanced telephone features such as Bridged lines, Call Forwarding, Speed Dial, and Abbreviated Dial buttons. Use the Aux Shift button to switch between the first page of eight buttons to the next page of eight buttons and back. The integrated LEDs indicate lines or features in use. White Aux button labels appear in the last two display rows.
Message	Press the Message button to connect directly to your voicemail system.
Navigation Arrows	Use the up and down navigation arrows to scroll through lists. Use the right and left navigation arrows to navigate between menus or to move the cursor during text input.
OK	Press the OK button for a shortcut to an action. For example, when you select a call log entry, pressing OK dials the number.
Phone	Press Phone to view and manage your calls.
Contacts	Press Contacts to view the entries in your contact list.
Call Log	Press Call Log to view a list of your outgoing, incoming, and missed calls.
Missed Call Indicator	The icon on the Call Log button is illuminated when you have missed calls. The top line shows the Missed Call icon and the number of calls missed.
Avaya Menu	Press Avaya Menu to configure options and settings, access the browser, log out, or view network information.
Volume	Press volume to adjust the volume of the handset, headset, speaker, and ringer.
Mute	Press Mute to mute a call in progress. To take a call off mute, press Mute again.
Speaker	Press Speaker to use the speakerphone. To take a call off speakerphone, lift the handset and press Speaker.
Headset	Press Headset to use the headset if it is connected. Only HIS headset cords are compatible with your phone.

About Application Buttons, Navigation, and Softkeys

The display screen has three visible application lines that you use to view and manage your calls, your contacts, your call log, and your options and settings.

- Press the **Phone** button to view your calls.
- Press the **Contacts** button to view your Contacts list.
- Press the **Call Log** button to see a list of your most recent incoming and outgoing calls.

At any time, one of the application lines is highlighted - with white text on a black background. This is the *selected* line. Use the Up and Down arrows on the navigation keys to select a line by scrolling to it.

The four *softkey labels* at the bottom of the screen go with the *softkeys* directly below the screen. They show the available actions *for the selected line*. Pressing a softkey carries out the action shown on the softkey label.

The **OK** button is another shortcut that carries out the default action on the selected line. For example, when you select (highlight) an entry in your Contacts list, pressing **OK** places a call to that person.

About Aux Buttons

Your phone has two rows of extra, auxiliary buttons, or *Aux buttons* below the softkeys. You can use the Aux buttons for call management, speed dial buttons, or features. The Aux buttons go with the *Aux button labels* on the bottom two rows of the screen. The Aux button labels show the function of each of the Aux buttons.

There are two sets, or pages, of Aux buttons. Use the **Aux Shift** button, located to the right of the Aux button labels, to switch between the two pages of Aux buttons.

The particular features available on your Aux buttons depend on how your system administrator has set up your phone. For example, in addition to bridged extensions on your Aux buttons, your administrator may also assign frequently-used features like Send All Calls, Directory/Next/Make Call, or Call Forwarding to Aux buttons.

Each Aux button has an LED, which is illuminated if a call appearance or feature assigned to that button is active. The **Aux Shift** button also has an LED, which is illuminated if there is a call on one of the Aux buttons on the alternate, "hidden" page.

About Your Telephone Stand

Your telephone can be placed in two positions, a lower position and an upright position. You can adjust the display screen to different angles. To move the display screen, gently pull from the top of the display screen towards you. As you pull the screen towards you, you will hear a clicking sound. Each of these clicks is a locking position for the display screen. Gently push on the display screen to adjust the screen to a previous position.

If your phone is in the upright position, reverse the tab located below the switchhook in the top ear piece pocket (on the front of the phone). This will keep the handset seated in the correct position. You will need a small screwdriver to lift this tab out.

Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone, access additional Web-based applications, get information about your phone and network settings, and log out. When you press the Avaya Menu button, you see one of the following menus, depending on how your administrator has set up your system and on the applications available to you:

Sample Menu 1	Sample Menu 2	Sample Menu 3
> Options & Settings > Browser > Network Information >About Avaya one-X	> Your 1st Web Application > Phone Settings > Log Out > About Avaya one-X	> Call Settings > Application Settings > Screen & Sound > Advanced Options > Network Information > Log Out

For example, to adjust the brightness or contrast of your screen, press the A to go to the Avaya Menu, scroll down to **Screen & Sound Options**, and press **Select** or **OK**. Choose **Brightness…** or **Contrast…** and press **Change** or **OK**.

Note: On menus with WML applications, select **Phone Settings** to access the standard telephone Options & Settings menu. Options & Settings or Phone Settings, if your menu is customized, lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, and more.

The Browser menu contains additional web-based applications. (If no web applications are available for your phone, the Browser menu is not shown.)

Network Information shows a summary of network-related parameters for your phone.

About Avaya one-X provides the release number of your telephone software.

Options & Settings

The Options & Settings menu contains choices for:

- Call Settings
- Application Settings
- Screen & Sound Options
- Advanced Options

Note: Options & Settings is called Phone Settings if you have a customized menu.

Call Settings includes choices for automatically displaying the Phone screen when you get an incoming call or when you place a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more.

Application Settings includes choices for turning call logging on or off and for personalizing your button labels.

Screen & Sound Options includes choices for adjusting your phone's brightness and contrast, ring pattern, language selection, and button clicks and tones.

Advanced Options includes choices for backing up and restoring your settings, options, and button labels. You can also set AGC for your handset, headset, and/or speaker audio.

Features Menu

Your administrator may assign specific features you use frequently to your Aux buttons. The Features menu gives you access to these features, such as Directory, Call Forwarding, Speed Dial, and Abbreviated Dial buttons. The LED next to the feature name indicates if the feature is currently on or off. If the light is on, the feature is on. Directory allows you to dial other users on your system by name. You can use Send All Calls and Call Forward to have your incoming calls sent to other numbers. EC500 allows you to answer your incoming calls from your desk phone or another phone. The particular features available to you depend on what your administrator has assigned to your phone.

For more information about what features and options are available for your extension, contact your system administrator. To access the Features menu from the Phone screen, scroll right to access the Features menu. To return to the main Phone screen, press **Exit** or scroll to the left.

Aux Buttons and Bridged Lines

You can use the Aux buttons to monitor and manage extensions other than your own. Other people's extensions that you manage from your phone are called *bridged lines*. If an Aux button is associated with a bridged line, you can press the Aux button to select it as you would with a regular call appearance.

Whenever you need to access a bridged line just press the corresponding Aux button.

- If a line is on Hold, pressing the Aux button resumes the call.
- If a line is ringing, pressing the Aux button answers the call.

- If your boss or someone else for whom you have a bridged extension is on the line (Aux button LED is lighted), you can press that Aux button to join the call. For example, when the bridged extension is in use, and you get an incoming call to that same line, you can conference the caller into the existing call.
-

The icon on the Aux button label for a bridged call appearance shows the status of that call appearance. An idle call icon means that there is no current call on that line. An in-use bridged call icon means that the owner of the line is using it.

Note: Use the Aux button for anything you need to do with a bridged line - to answer a call, to resume a call on hold, or to join an existing call. Use the Aux button LED and the icon on the Aux button label to view the status of a bridged line.

Conventions

Conventions Used in the Procedure Descriptions

Feature and **Feature xxxxx**	Each of these represents a button that has a feature assigned to it. The button is labeled with the feature name, sometimes followed by an extension number (shown as **xxxxx**) or a person's name.
LWC CnLWC AutCB Timer	Information that is offset represents the display screen. The second line appearing on the display will most likely list the features you can access with the softkeys.
{handset tones}	The tone that appears in curly quotes after a step, such as {dial tone}, indicates what you should hear from your handset (or speakerphone) after successfully performing that step.

Special Instructions
Use the following special instructions for operating your telephone.

- The first time you use these procedures, you will need to customize them for yourself by obtaining the relevant information from your system manager.
- To operate a feature, you must have the handset off-hook or the speaker or speakerphone on unless otherwise noted.
- If you receive an**intercept tone** (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up, get dial tone, and return to Step 1.

Feature Finder

Answer a Call
Provides the procedures for answering a call. When you receive an incoming call, the incoming call is usually selected automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually.

Make a Call
Provides procedures for making a call.

Browser
Provides a web browser capability that can be used to present additional applications. The items available through the web browser vary depending upon how your telephone was administered. If no web applications are available for your phone, the Browser menu is not presented. Contact your system administrator with any questions.

Hold
Puts a call on hold until you can return to it. While a call is on hold, you can place another call, activate another feature, answer a waiting call, or leave your telephone to perform another task. Use when you have a call you do not wish to drop, but which you have to interrupt briefly to do something else.

Transfer
Transfers a call from your telephone to another extension or outside number. Use when your caller needs to speak further with someone else.

Bridging/Manual Exclusion
Some telephones may show bridged lines on the telephone screen in addition to your own lines. These bridged lines typically to another member of your group. Your telephone allows you to see if those lines are in use, join in on a call in progress on those lines, or answer calls on those lines directly from your telephone. You may also make outgoing calls on bridged lines when they are not in use. You can enable or disable logging of bridged calls.

Conference
Lets you speak with up to five people in different locations on the same call. Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

Call Foward All Calls
Allows you to set a number to which your calls will be forwarded, or turn off call forwarding if it is already on. You can forward your incoming calls to another number or to voicemail. If call forwarding is turned on, a Forwarding icon appears on the top line of your display screen and the Aux button(s) with forwarding features is steadily lit. You can choose from a number of forwarding features, including Send All Calls and Call Forward. The forwarding features available on your phone depend on the options your system administrator has set. For more information about the options available to you, contact your system administrator.

Send All Calls
Sends your incoming calls directly to a predefined coverage number, typically your voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on your phone, an Aux button label displays SendAll . Pressing the SendAll Aux button turns Send All Calls on and the label shows a checkmark. If it is already on, pressing the SendAll Aux button turns it off and the checkmark no longer appears. You can also turn Send All Calls on or off by using the telephone Features list.

Directory
Searches for the extension of another user in your location by allowing you to key in the user's name with the dial pad. Use as a handy quick reference source for extension number information.

Contacts
Permits you to use your contact list as an address book.

Call Log
Allows you to view a list of your missed calls, or separate lists of your answered, outgoing, or missed calls. When you have one or more missed calls, the Call Log button lights and the Missed Calls icon and the number of missed calls display on the top line.

Telephone Settings
Allows you to configure various settings to utilize advanced featuers of your telephone.

Log In/Out Telephone
Allows you to log in and out of your telephone, while maintaining your preferences, call information, and options if you share a telephone with other users. Log out to prevent unauthorized use of your telephone during an absence.

Message
The lighted Message button and a red light on the upper right-hand corner of your telephone indicate when you have messages waiting. Your messages are an administered function. Contact your system administrator with any questions.

Mute
For turning off (and then back on again) the microphone so the other person on the call cannot hear you. If a call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off. When the Mute button light is on, the call is muted.

Redial
Permits you to redial a recently dialed number.

Simultaneous Ringing
Allows you to have incoming calls ring on your office telephone and your cell phone at the same time. This allows you to answer office calls while you are away from your desk. The cell phone number is programmed by your system administrator.

Answer a Call

To answer an incoming call:

1. **If you are not on another call**, lift the handset, or press Speaker to answer using the speakerphone, or press Headset to answer using the headset.
   If you are on another call, from the Phone screen, press the Phone button to quickly move to the top of your call appearance list. Then answer your primary line or scroll to the line with the incoming call and press **Answer** or **OK**. You can also press the line button next to the incoming call to answer.
   Note: To automatically display the Phone screen whenever you receive an incoming call, set the Go to Phone Screen on Ringing option to Yes.
   Note: If the Auto Hold feature is enabled by your system administrator, you can answer another call without first putting an active call on hold. If Auto Hold is not enabled, you must put your active call on hold before answering the incoming call; otherwise, you will drop the active call when you answer the other one.

To send an incoming call directly to voicemail:

1. Press **To Vmail**.
   - The incoming call goes directly to voicemail.

To ignore an incoming call:

1. Press **Ignore**.
   - The ringer is turned off for the currently incoming call.

To answer a call to a bridged extension:

1. If an Aux button flashes, press that button or press the **Answer** softkey.
2. If the **Aux Shift** button is lit, press **Aux Shift** to view the "hidden" page of Aux buttons, then press the flashing Aux button of the incoming call.
   - You are connected to the incoming call.

Make a Call

To make a call:

1. Dial the number you want to call.
   - The number is dialed.

To call a person from the Contacts list:

1. Press **Contacts**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.
   - The number is dialed.

To redial a number:

1. From the Phone screen, press **Redial**.
   Note: The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial.
2. If a list of the most recent numbers that you have dialed is displayed, select the one you want to redial.
3. Press **Call**.
   - The number is redialed.

To call a person from the call log:

1. Press **Call Log**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.
   - The number is dialed.

To call a person from the directory:

1. Press the **Directory** Aux button.
   or, From the Phone screen, scroll right to access the Features menu, select Directory, and press **Select** or **OK**.
2. Use the dialpad keys to start spelling the last name of the person you want to call.
   Note: Press each dialpad key one time for each corresponding letter. For example, for "Hill," press 4, 4, 5, 5.
3. If you want to scroll to the next displayed name, alphabetically, select the **Next** Aux button.
4. Press **OK**, or enter the next letter.
5. When the name you want is indicated, select the **Make Call** Aux button.
6. Press **OK** to dial the call.

Browser

To access your browser:

1. Press **Avaya Menu**.
2. Press **Browser** or **OK**.
   - The web browser is displayed.

Hold

To put a call on hold:

1. From the main Phone screen, select the line you want to put on hold.
2. Press **Hold**.
   - The call is placed on hold.

To retrieve a call from hold:

1. Press **Resume**.
   - The held call is retrieved.

Transfer

To transfer a call:

1. From the Phone screen, select the line you want to transfer.
2. Press **Transfer**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. Press **Complete**.
   - The call is transferred.

Bridged Calls

To answer a call on a bridged line:

1. Select the bridged call that you want to answer.
   Note: The Aux button label of the bridged line with the incoming call is highlighted and the Aux button LED flashes to help you identify which bridged line is ringing. The ringing line will be selected automatically if there are no other active calls. If you are on another call when a call comes in to a bridged line, you have to select the ringing line (just like for an incoming call to a primary line).
2. Press **Answer** or press the flashing Aux button.
   - You are connected to the caller.

To make an outgoing call on a bridged line:

Note: When you make a call on a bridged line, you are using another person's line. The caller ID may show the call as coming from you or coming from the person whose line you are using. If you have any questions about how the name or extension displays to the person you are calling, contact your system administrator.

1. Select the bridged line you want to use.
2. Press **OK**.
   {dial tone}

3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
    - The outgoing call is placed.

To join a call on a bridged line:

1. Select the line associated with bridged call in progress that you want to join.
2. Press **Bridge**.
    - You are connected to the call.

To answer a call to a bridged extension:

1. If an Aux button flashes, press that button or press the **Answer** softkey.
2. If the **Aux Shift** button is lit, press **Aux Shift** to view the "hidden" page of Aux buttons, then press the flashing Aux button of the incoming call.
    - You are connected to the incoming call.

Conference

To add a person on hold to a conference call:

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** to add the person to the conference call.
   Note: Depending on how your telephone is administered, you may not have to press **Join** to add the person to the conference call.
    - The new person is added to the active call.

To set up a conference call:

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. Press **Join** to add the person to the existing call.
    - The new person is added to the active call.

To drop the last person added to conference call:

1. From the Phone screen, select your active call.
2. Press **Drop**.
    - The last person added to the conference call is dropped.

To drop a person from a conference call:

Note: This feature is not available on all systems. If you do not see **Drop** when you choose a person, you cannot drop that person.

1. From the Phone screen, select your active call.
2. Press **More** then **Details**.
3. Select the person you want to drop.
4. Press **Drop**.
    - The selected person is dropped from the conference call.

To put a conference call on hold:

1. While you are on the conference call, press **Hold**.
    - The conference call is put on hold.
    - The other parties can still talk to each other.
2. Press **Resume** or **OK** to resume the conference call.

To retrieve a conference call from hold:

1. Press **Resume** or **OK**.
    - The conference call is retrieved from hold.

To mute a person on a conference call:

Note: The individual muting feature is not available on all systems. If you do not see **Silence** when you choose a person, you cannot mute that person.

1. During a conference call, from the Phone screen, press **More > Details**.
2. Select the person you want to mute.
3. Press **Silence**.
    - The person is muted.

To unmute a person on a conference call:

1. Press **Silence**.
    - The person is unmuted.

Call Forwarding All Calls

To turn call forwarding on:

1. Press the Aux button labeled **CFrwd**.
2. Enter the number to which you want to forward your calls.
   {confirmation tone}
    - Call Forwarding is turned on.
    - The **CFrwd** Aux button is illuminated.

To turn call forwarding off:

1. From the Phone screen, scroll right to access the Features menu then select **CFrwd**.
   or, Press the Aux button labeled **CFrwd**.
   {confirmation tone}
    - Call Forwarding is turned off.
    - The **CFrwd** Aux button is no longer illuminated.

Send All Calls

To toggle Send All Calls on or off:

Note: If you have an Aux button labeled **SendAll** you can press it to toggle Send All Calls on or off.

1. From the Phone screen, scroll right to access the Features menu.
2. Select **SendAllCalls**.
3. Press **Select** or **OK** to turn Send All Calls on or off.

Directory

To call a person from the directory:

1. Press the **Directory** Aux button.
   or, From the Phone screen, scroll right to access the Features menu, select Directory, and press **Select** or **OK**.
2. Use the dialpad keys to start spelling the last name of the person you want to call.
   Note: Press each dialpad key one time for each corresponding letter. For example, for "Hill," press 4, 4, 5, 5.
3. If you want to scroll to the next displayed name, alphabetically, select the **Next** Aux button.
4. Press **OK**, or enter the next letter.
5. When the name you want is indicated, select the **Make Call** Aux button.
6. Press **OK** to dial the call.

Contacts

To add a new contact:

1. Press **Contacts**.
2. Press **New**.
3. Enter the name using the dialpad.
   Note: Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed. Pause before entering the next character if the characters are on the same key. Enter remaining letters or

numbers. If you want to delete the last character, press **Bksp**. If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press **Bksp** to remove the character to the left of the cursor. To change between upper and lower case letters, or to enter numbers, press **More > Abc**. To cycle through the options (Abc/123/abc/ABC), press **ABC** again to until the type you want to use is displayed. To enter characters that are not on your dialpad, press **More > Symbols** and select the symbol you want to use then press **OK** to select the symbol. To delete all text and start over, press **Clear**.

4. Select the next field.
5. Enter the (primary) telephone number.
6. Select the next field.
7. Select the type of number entered (general, work, mobile, home).
8. If you have another number for this contact, repeat Steps 5 through 7. You can add up to three numbers for this contact.
9. Press **Save** or **OK**.
    - The new contact is saved.

To add an entry from the call log to your Contacts list:

1. Press **Call Log**.
2. Select the number you want to add to your Contacts list.
3. Press **+Contact**.
4. Edit the name and telephone number, if necessary.
5. Press **Save**.
    - The new entry is added to the Contacts list.

To edit an existing contact:

1. Press **Contacts**.
2. Select the contact you want to edit.
3. Press **More > Edit**.
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press **Save** or **OK**.
    - Your changes are saved.

To delete a contact:

1. Press **Contacts**.
2. Select the contact you want to delete.
3. Press **More > Delete**.
    - The display prompts for confirmation.

    Note: If you want to exit this procedure and cancel the deletion, press **Cancel**.
4. Press **Delete**.
    - The selected contact is deleted.

To call a person from the Contacts list:

1. Press **Contacts**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.
    - The number is dialed.

To view Contacts details:

1. Press **Contacts**.
2. Select the contact you want to view.
3. Press **Details**.
    - The information available for that contact is displayed.

Call Log

To view the call log:

1. Press **Call Log**.
   Note: You can go to the top of the list by pressing **Call Log** again.
2. Scroll to the right or left to view separate lists of your answered, outgoing, or missed calls lists.

To view call log details:

1. Press **Call Log**.
2. Select the number you want to view.
3. Press **Details**.
4. To return to the list view, press **Back**.

To call a person from the call log:

1. Press **Call Log**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.
   - The number is dialed.

To add an entry from the call log to your Contacts list:

1. Press **Call Log**.
2. Select the number you want to add to your Contacts list.
3. Press **+Contact**.
4. Edit the name and telephone number, if necessary.
5. Press **Save**.
   - The new entry is added to the Contacts list.

To clear all entries from the call log:

1. Press **Call Log**.
2. Select the list you want to delete.
3. Press **More > Clear All**.
   - The display requests confirmation.
4. Press **Clear All** again or **OK** to confirm.
   - All of the entries from the list you were viewing are deleted.

To remove an entry from the call log:

1. Press **Call Log**.
2. Select the number you want to delete.
3. Press **More > Delete**.
   - The display requests confirmation.

   Note: If you want to cancel and exit this procedure press **Cancel**.
4. Press **Delete**.
   - The selected call log entry is deleted.

To toggle call logging on or off:

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Press **Select** or **OK**.
6. Select the type of call logging you want to turn on or off.
   Note: To turn logging of bridged lines on or off, select Log Bridged Calls and press **Change** or **OK**.
7. Press **Change** or **OK** to turn call logging on or off.
8. Press **Save**.

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Telephone Settings

To change the language:

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Language**.
7. Select the desired display language.
8. Press **Select** or **OK**.
    - The display prompts for confirmation.
9. Press **Yes** to confirm the selected language.
    - The language you selected is now the active language.

To adjust the contrast of the display:

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Contrast**.
7. Press **Change or OK**.
8. Select **Phone** or an SBM24 Module.
9. Scroll to the right or left to adjust the contrast.
10. Press **Save** or **OK**.

To set redial options:

You can set Redial to dial the last number you dialed or to display a list of the last numbers you dialed.

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select Redial.
7. If necessary, press **Change** or **OK** to toggle between One Number and List.
   Note: If you select One Number, then Redial will automatically dial the last number you dialed. If you select List, then Redial will automatically display a list of the lat numbers you dialed and permit you to make a selection.
8. Press **Save**.

To change the ring pattern:

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Personalized Ringing**.
7. Press **Change** or **OK** to see a list of the available ring patterns.
8. Select a ring pattern to listen to it. If you want to hear it again, press **Play** or **OK**.
9. To enable the current ring pattern on your phone, press **Save**.
    - The new ring pattern is saved.

To toggle button click sounds on and off:

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.

5. Press **Select** or **OK**.
6. Select **Button Clicks**.
7. Press **Change** or **OK** to turn sounds on or off.
8. Press **Save**.

To turn error tones on or off:

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Error Tones**.
7. Press **Change** or **OK** to toggle error tones on or off.
   Note: If you turn error tones on, then your telephone will beep when you make a mistake or take an action that is not allowed.
8. Press **Save**.

To configure visual alerts:

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select Visual Alerting.
7. Press **Change** or **OK** to turn Visual Alerting on or off.
   Note: When the Visual Alerting option is turned on, incoming calls cause the LED in the top right corner of the phone to flash.
8. Press **Save**.

To set Go To Phone Screen on Calling:

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Go to Phone Screen on Calling**.
7. Press **Change** or **OK** to set the option to Yes or No.
   Note: If you select Yes, then the Phone screen will automatically be displayed each time you place a call.
8. Press **Save**.

To set Go To Phone Screen on Ringing:

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select **Go to Phone Screen on Ringing**.
7. Press **Change** or **OK** to set the option to Yes or No.
   Note: If you select Yes, then the Phone screen will automatically be displayed each time you get an incoming call.
8. Press **Save**.

To adjust the brightness of the display:

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.

6. Select **Brightness**.
7. Press **Change or OK**.
8. Select **Phone** or an SBM24 Module.
9. Scroll to the right or left to adjust the brightness.
10. Press **Save** or **OK**.

To configure the call timers:

You can set your call settings to display the duration of calls. You can turn the call timer display on or off.

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select Display Call Timers.
7. Press **Change** or **OK** to toggle the call timer display on or off.
8. Press **Save**.

To toggle large text on or off:

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Text Size**.
7. Press **Change** or **OK** to toggle large text on or off.
8. Press **Save**.

To edit the button labels:

Note: You can change the labels that are displayed for your extensions, features, and abbreviated dial or speed dial buttons. For example, you can change the label for your extension to "My Line."

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Press **Select** or **OK**.
6. Select **Personalize Labels**.
7. Press **Change** or **OK**.
8. If the label you want to edit is on the Features menu, scroll right to access the Features menu.
9. Select the label you want to edit.
10. Press **Edit**.
11. Edit the label.
    Note: You can press **Clear** to clear all text fields and start over.
12. Press **Save** or **OK**.

To restore the button labels to their default labels:

1. Press **Avaya Menu**.
2. Select **Options & Settings**.
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Press **Select** or **OK**.
6. Select **Restore Default Button Label**.
7. Press **Change** or **OK**.

Log In/Out Telephone

To log in to your telephone:

1. At the initial screen when it prompts you for your extension, enter your extension.
2. Press **Enter** or **OK**.
3. Enter your password.
4. Press **Enter** or **OK**.
    - You are logged into the phone.

To log out of your telephone:

1. Press **Avaya Menu**.
2. Select **Log Out**.
3. Press **Log Out** or **OK**.
    - The display requests confirmation.
4. Press **Log Out** again to confirm.
    - You are logged out of the telephone.

Message

To retrieve your messages:

1. Press the **Message** button.
    - You are connected directly to your voicemail system.

Mute

To mute a call:

1. Press the **Mute** button.
    - The Mute button light turns on.
    - The other person cannot hear you.

To unmute a call:

1. Switch between the handset, headset, or speakerphone.
   or, Press the **Mute** button again.
    - The Mute button light turns off.
    - The call is unmuted and the other person can hear you again.

Redial

To redial a number:

1. From the Phone screen, press **Redial**.
   Note: The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial.
2. If a list of the most recent numbers that you have dialed is displayed, select the one you want to redial.
3. Press **Call**.
    - The number is redialed.

Simultaneous Ringing

To toggle simultaneous ringing for multiple telephones (EC500) on or off:

1. From the Phone screen, scroll right to access the Features menu.
2. Select **EC 500**.
3. Press **OK** to toggle simultaneous ringing on or off.

Tones and Their Meanings

Ringing tones are produced by an incoming call. **Handset tones** are those which you hear through the handset.

Ringing Tones

- **1 ring** - A call from another extension.
- **2 rings** - A call from outside or from the attendant.
- **3 rings** - A priority call from another extension, or from an Automatic Callback call you placed.
- **ring-ping (half ring)** - A call redirected from your telephone to another because Send All Calls or Call Forwarding All Calls is active.

Handset Tones

- **busy signal** - A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **call waiting ringback tone** - A ringback tone with a lower-pitched signal at the end; indicates that the extension called is busy, but the called party has been given a call waiting tone.
- **call waiting tone** - One, two, or three beeps of high-pitched tone, not repeated; indicates an incoming call is waiting to be answered. Number of beeps designates the source: 1 for an internal call, 2 for an outside or attendant call, 3 for a priority call.
- **confirmation tone** - Three short bursts of tone; indicates a feature activation or cancellation has been accepted.
- **coverage tone** - One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
- **dial tone** - A continuous tone; indicates dialing can begin.
- **intercept/time-out tone** - An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
- **recall dial tone** - Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
- **reorder tone** - A fast busy tone repeated 120 times a minute; indicates all trunks are busy.
- **ringback tone** - A low-pitched tone repeated 15 times a minute; indicates the telephone dialed is being rung.

Troubleshooting

Problem	Solution
A feature does not work as noted in the book.	1. Reread the procedure and try again. 2. For many features you must lift the handset before you can use the feature. 3. Check with your system manager to be sure this feature is administered on your telephone.
The telephone does not ring.	1. Set the ringer volume to a higher level. 2. Place a test call from another extension to your extension. 3. If there is still a problem, see your system manager.

Glossary

activate
To begin or turn on the operation of a feature.

attendant
The person who handles incoming and outgoing calls at the main console.

AUDIX
Audio Information Exchange, an optional voice mail and message service that provides coverage for calls to you by recording callers' messages and reporting Leave Word Calling messages.

call appearance button
A button used exclusively to place, receive, or hold calls. It has an assigned extension number and is equipped with a red in-use light and a green status light.

console permission
The authorization (from your system manager) to initiate Call Forwarding All Calls for an extension other than your own.

coverage
Automatic redirection of calls from an unanswered phone to another phone. Redirection could be to the extension of a receptionist, secretary, co-worker, AUDIX, or message center. A person who provides coverage is a covering user.

dial pad
The 12 pushbuttons that you use to dial a number and access features.

enhanced list
One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers useful to all system members, and stores each of those numbers as a 1-, 2-, or 3-digit list item.

extension
A dialing number of 1 to 5 digits assigned to each phone connected to your DEFINITY Communications System Generic 1 or Generic 3 switch.

feature
A special function or service, such as Conference, Hold, Send All Calls, etc.

feature code
A dial code of 1, 2, or 3 digits that you use to activate or cancel the operation of a feature.

group list
One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers useful to members of a specific group, and stores each of those numbers as a 2-digit list item.

handset
The handheld part of the telephone that you pick up, talk into, and listen from. This is sometimes called the "receiver".

message retriever
A person authorized by the system manager to retrieve messages for other users.

off-hook
When the handset is removed from the cradle (for example, when you lift the handset to place or answer a call), or speaker is on.

on-hook
When the handset is left on the cradle, and speaker is off.

party
A person who places or answers a call.

personal list
One of the four types of Abbreviated Dialing lists; programmable by the system manager or by you, the user. Contains phone numbers of your choice, and stores each of them as a single-digit list item.

personal list item
One of the 10 available slots on an Abbreviated Dialing personal list. The first nine personal list items are given digits 1 to 9, with 0 for the tenth item.

pickup group
A group of telephone users who can answer calls for each other through the Call Pickup feature. Group members are determined by the system manager and are usually located in the same work area or perform similar job functions.

priority call
An important or urgent call that sends a special 3-burst ring.

program/reprogram
To use your dial pad to assign a phone number to a personal list item or an **AD xxxxx** button for Abbreviated Dialing.

retrieve
To collect phone messages with the Message or Voice Message Retrieval features. (Also, with Call Park, to resume a call from an extension other than the one where the call was first placed or received.)

ringer
The device that produces the electronic ringing sound in your telephone.

stored number
A phone number that has been programmed and stored as a 1-, 2-, or 3-digit list item for use with Abbreviated Dialing. It can be a complete or partial phone number, an extension number, or a trunk or feature code. Once programmed, a number can be accessed by first dialing the list, then the list item digit(s) under which it is stored; if the number is stored on an **AD xxxxx** button, the number can be accessed by simply pressing that button.

switch
The device that makes connections for all voice and data calls for a network, and also contains software for features. Also known as a system, switching system, or ECS (Enterprise Communications Server).

system list
One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers helpful to all system users, and stores each of those numbers as a 2-digit list item.

system manager
The person responsible for specifying and managing the operation of features for all the voice and data equipment in your network.

trunk
A telecommunications channel between your switch and the local or long distance calling network. Trunks of the same kind connecting to the same end points are assigned to the same trunk group.

trunk code
A dial code of 1, 2, or 3 digits that you dial to access a trunk group to place an outside call